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COUNTY OF LOS ANGELES PROBATION DEPARTMENT DIRECTIVE

SUBJECT: PROBATION CASE MANAGEMENT SYSTEM (PCMS) PHASE 2 IMPLEMENTATION OF SAFE CRISIS MANAGEMENT PHYSICAL INTERVENTION REPORT (PIR), SUPPLEMENTAL PHYSICAL INTERVENTION REPORT (SUP-PIR), SPECIAL INCIDENT REPORT (SIR), SUPPLEMENTAL SPECIAL INCIDENT REPORT (SUP-SIR) AND BEHAVIOR MANAGEMENT PROGRAM (BMP)

This Directive serves as an addendum to Probation Directive 1133, Implementation of Revised Safe Crisis Management Physical Intervention Report and Implementation of Newly Developed Safe Crisis Management Supplemental Physical Intervention Report (Sup-PIR) and Directive 1214 Probation Case Management Systems.

Probation Case Management System (PCMS) shall serve as the only method for submission of Safe Crisis Management Physical Intervention Reports(PIR), Safe Crisis Management Supplemental Physical Intervention Reports (SUP-PIR), Safe Crisis Management Special Incident Reports (SIR) and Safe Crisis Management Supplemental Special Incident Reports (SUP-SIR) and entering of data for the Behavior Management Program/Merit Ladder (BMP). All staff are expected to adhere to policies and procedures pertaining to PIR's, SIR's and BMP.

Instructions for inputting data and/or submitting Physical Intervention Reports (PIR) and Special Incidents Reports (SIR) in the Probation Case Management System are included as attachments to ensure proper completion of the reports.

INSTRUCTIONS FOR PHYSICAL INTERVENTION REPORTS (PIR) IN PCMS

Immediately upon the conclusion of a Safe Crisis Management (SCM) incident, the Lead Staff (Sr. DSO in juvenile hall or Deputy Probation Officer (DPO) at camp) shall contact the Duty Supervisor and report the incident. The Duty Supervisor (Officer of the Day or Assistant Director (AD) at camp) shall initiate a PIR number in PCMS and the staff may select the incident from the appropriate screen and commence inputting data into PCMS. Staff shall ensure the minors involved in the incident are in the correct unit in PCMS prior to beginning their PIR. Instructions (refer to Attachment A - Safe Crisis Management Physical Intervention Report) are attached and should be utilized in this process.

It is the responsibility of the Superintendent or designee in juvenile hall, or Camp Director at camp to ensure that all PIR's have been reviewed and the "Status" is changed from "Active" to "Closed" or "Cancelled."

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Medical Information Summary (Section P): Staff shall follow instructions listed below and ensure all required documents are completed and submitted in a timely manner.

- Print PCMS Medical Information form from Probnnet (See Attachment B - PCMS Medical Information form);
- Staff shall complete section "A" of the form and Juvenile Court Health Services (JCHS) staff shall complete section "B" of the form;
- Provide JCHS staff a PCMS Medical Information form for assessment of minor(s) involved in incident ;
- Medical Assessment is to be noted in the "Comments" section by JCHS staff on the PCMS Medical Information form ;
- Staff shall ensure that all information on the PCMS Medical Information form is legible and accurate prior to leaving Medical Unit or camp nurse;
- Staff shall transcribe the JCHS assessment information from the PCMS Medical Information form into PCMS. All fields in PCMS Medical Information Summary (Section P) must be filled out completely;
- The "Completed by" field should read JCHS Staff Name and Title;
- Once transcription is completed, staff shall complete any unfinished portion(s) of the PIR, click the affirmation box which reads, "The submitted report is truthful" and click "Submit";
- PIR will be converted into a Portable Document Format (PDF). Print PIR in PDF, and attach PCMS Medical Information form to packet prior to submitting to the Duty Supervisor or camp AD for signature;
- Hardcopy packet of PIR shall have staff and Duty Supervisor's or camp AD's signature;
- Once the PIR's have been submitted, Supervisors shall verify information on PCMS Medical Information form and compare information inputted by staff into PCMS. If information is not identical, Supervisor shall reject the PIR in PCMS ;
- Once the Supervisor has completed the Safe Crisis Management (SCM) Review, the DOJ Director or a designated facility Director shall verify information on the PCMS Medical Information form and compare information inputted by staff into PCMS. If information is not identical, Directors shall reject the PIR in PCMS; and
- Original distribution protocol shall be followed.

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INSTRUCTIONS FOR SPECIAL INCIDENT REPORTS (SIR) IN PCMS

Special Incident Reports (SIR) may be initiated by Probation staff. Staff initiating the SIR must ensure that all staff who are assigned to the living unit are included in the "Staff Present Summary" portion. Staff shall ensure those minors involved in the incident are in the correct unit in PCMS.

For instructions on initiating a SIR refer to Attachment C - Special Incident Report.

NOTE: PCMS will not accept a SIR not involving minor(s) (i.e., drills, unit shakedowns, lost keys etc.), therefore for all "Other" incidents use the former version of Special Incident Report form and procedure (See Attachment D – Special Incident Report).

It is the responsibility of the Supervisor or Designee to ensure that all SIR's have been reviewed and the "Status is changed from "Active" to "Closed" or "Cancelled."

BEHAVIOR MANAGEMENT PROGRAM (BMP)

In Detention Services Bureau (DSB), the current Daily Rating Tally form shall be utilized by all DSB staff to draft daily Merit Points for minors. The Daily Rating Tally form will be available to print on Probnets. (See Attachment E – Daily Rating Tally form)

In Residential Treatment Services Bureau (RTSB), the current Daily Merit Ladder form shall be utilized by all RTSB staff to draft daily Merit Points for minors. The Daily Merit Ladder form will be available to print on Probnets. (See attachment F- Daily Merit Ladder form).

Group Supervisor Nights (GSN) or staff working the 10PM to 6AM shift shall utilize the Daily Rating Tally form or Daily Merit Ladder form to transcribe points into PCMS. For instructions on inputting Merit Points refer to Attachment G – Merit Points/Merit Ladder.

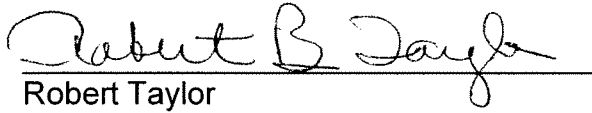
GSN's shall adhere to the following steps to print and display the Merit Ladder in each living unit or dorm:

1. In PCMS Merit Ladder Summary select "Merit Points Date From and To", "Work Location", "Unit" and click "Search"
2. Open a new Word document
3. Using computer mouse, highlight page on PCMS where Merit Ladder is displayed
4. In highlighted area right click mouse and choose copy
5. Open new Word document, right click computer mouse and choose paste
6. Print and post to be displayed

All Merit Ladders shall be displayed on a daily basis.

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Any questions or concerns regarding this Directive should be addressed to the Detention Services Bureau Consultant at (562) 940-2523 or the Residential Treatment Services Bureau Consultant at (562) 940-3554.

A handwritten signature in black ink, reading "Robert B. Taylor", written over a horizontal line.

Robert Taylor
Chief Probation Officer

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

SCM Physical Intervention Report

ATTACHMENT- A

SAFE CRISIS MANAGEMENT/ PHYSICAL INTERVENTION REPORT

1. Located in Incidents and Grievance in Primary Navigation
2. Go to Incident Information → INCIDENT-Use Drop Down Menu to select what type of incident, PIR
3. Use Drop Down Menu and choose year under Incident Year
4. Click "Search"- it'll take you to new screen- Incident Search Results Summary Screen
5. You will see a log with Incident Numbers, Location and Date. Select the one corresponding with incident by double clicking on it.
6. Incident Information Screen – Click "New" button on Physical Intervention Report Summary

Section B - Incident Type Information

7. Make your selection of "CONTROLLED" or "UNCONTROLLED" by clicking on the radio button
8. Select one (1) incident type by clicking box from that section. A check mark will be inserted.
9. If CONTROLLED is selected, "Date" and "Time" of Supervisor's arrival must be input by clicking icons next to fields
10. Click "Save"

Section C - Minors Involved Summary

11. Go to "Minor Involved Summary" click "New"
12. Click "Finder Tool"
13. Input minor Last and First name in appropriate fields
14. Click "Search"
15. Select minor by clicking radio button and click "Close"
16. Minors data populates automatically
17. Click "Save"

Section D-Staff Present Summary

18. Click "New"
19. Click "Finder Tool"- Search Information Screen Opens
20. Type Employee Name click "Search"
21. Select Employee by clicking Radio button
22. Staff Involvement- select radio button, A=Actual, W=Witness or NI=Not Involved
23. Rank- Type Rank,(SrDSO, DSO or GSN)
24. Shift-Select by using Drop Down Menu
25. Positioning-Type where you were positioned during incident
26. Unit-Type unit
27. Click "Select"

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

SCM Physical Intervention Report

Section E – Mental Health Request Information

28. Click "Edit"
29. Click "Finder Tool"- Search Information Screen opens
30. Type Employee Name click "Search"
31. Select Employee by clicking Radio button
32. Click "Select"

Section F – Handcuff (HC) / Flexcuff (FC) Application Summary

33. Click "New"
34. Handcuffs/Flexcuffs Not Applied -click box and a checkmark will be inserted
35. Click "Save"
36. If Handcuffs/Flexcuffs Were Applied –
37. Use Find Tool to search for minor
38. Input minor Last and First name in appropriate fields
39. Click "Search"
40. Select minor by clicking Radio button and click "Close"
41. Minors data populates automatically
42. TYPE – select either Handcuffs or Flexcuffs by clicking on Radio button
43. Enter Date by using calendar icon
44. Enter Time by using clock icon
45. Enter By Whom by using the Finder Tool
46. Type Employee Name click "Search"
47. Select Employee by clicking Radio button
48. Click "Select"
49. Click "Save"

Section G – Soft Restraint Application

50. If soft restraints were NOT applied click box and a checkmark will be inserted, if soft restraints were applied input data into all fields.

Section H – Physical Intervention Participation Summary

51. Click "New"
52. Click 1st Finder Tool- Search Information Screen opens
53. Type Employee Name click "Search"
54. Select Employee by clicking Radio button
55. Click "Select"
56. Click 2nd Finder Tool to search for minor
57. Input minor Last and First name in appropriate fields
58. Click "Search"
59. Select minor by clicking Radio button and click "Close"
60. Intervention Level & Method-Select Level, Method(s), Restraint Device Type - Use Drop Down Menu to select

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

SCM Physical Intervention Report

61. Observed Body Parts Injured - Select part(s) by clicking on it, if more than one part use Ctrl click
62. Click "Save"

Section M – O.C. Spray Deployment Summary

63. Click "New"
64. O.C Not Used - Click box and a checkmark will be inserted
65. Click "Save"
66. If O.C Spray was used leave box blank
67. Input minors name by using Finder Tool
68. Input data in ALL fields
69. Click "Save"

Section N – Incident Description Information

70. Click "Edit"
71. Type your Incident Description using the Completion Tool (Provided by Training Instructors)
72. Upon completion, use the ABC spell check 
73. Click "Save"

Section O – Medical Information

74. Click "Edit"
75. If Medical Information is attached to your PIR select 1st Radio Button
If No nurse on duty select 2nd Radio Button
If Medical Information is attached to another Officers PIR select 3rd Radio button
76. Staff No. 1 – Use Finder Tool to search for Staff
77. Click "Save"

Section P – Medical Information Summary

78. Click "New"
79. Assessment Date – Use Calendar icon to select date
80. Assessment Time – Use clock icon to select time
81. Use Finder Tool to select minor
82. Click one decision box, a checkmark will be inserted
83. Comments-
84. Completed By – Type JCHS staff's name that completed form
85. Click "Save"
86. Upon completion of PIR, click affirmation box by placing a checkmark in "The submitted report is truthful"
87. Click "Submit"

PCMS MEDICAL INFORMATION FORM
SECTION B TO BE COMPLETED BY NURSING/MEDICAL STAFF ONLY
PLEASE PRINT LEGIBLY

ATTACHMENT - B

Section A

☐ PIR ☐ SIR ☐ For medical information refer to PIR(s) written by: _____ and _____	INCIDENT # _____
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Section B

(1) Date Assessed: _____	Time Assessed: _____	Location: _____
Name of Minor: _____	D.O.B. _____	PDJ # _____
Presented to nursing for reported _____		
☐ Return to Unit ☐ Admitted to MU ☐ Refer to DMH ☐ Transport to local Hospital/E.R. ☐ Activity Gram completed		
☐ Tx Provided ☐ Referred to MD Comments: _____		
Print Name _____ Signature _____ Title _____		

(2) Date Assessed: _____	Time Assessed: _____	Location: _____
Name of Minor: _____	D.O.B. _____	PDJ # _____
Presented to nursing for reported _____		
☐ Return to Unit ☐ Admitted to MU ☐ Refer to DMH ☐ Transport to local Hospital/E.R. ☐ Activity Gram completed		
☐ Tx Provided ☐ Referred to MD Comments: _____		
Print Name _____ Signature _____ Title _____		

(3) Date Assessed: _____	Time Assessed: _____	Location: _____
Name of Minor: _____	D.O.B. _____	PDJ # _____
Presented to nursing for reported _____		
☐ Return to Unit ☐ Admitted to MU ☐ Refer to DMH ☐ Transport to local Hospital/E.R. ☐ Activity Gram completed		
☐ Tx Provided ☐ Referred to MD Comments: _____		
Print Name _____ Signature _____ Title _____		

(4) Date Assessed: _____	Time Assessed: _____	Location: _____
Name of Minor: _____	D.O.B. _____	PDJ # _____
Presented to nursing for reported _____		
☐ Return to Unit ☐ Admitted to MU ☐ Refer to DMH ☐ Transport to local Hospital/E.R. ☐ Activity Gram completed		
☐ Tx Provided ☐ Referred to MD Comments: _____		
Print Name _____ Signature _____ Title _____		

Probation Case Management Systems (PCMS)
Quick Reference Guide Phase II
Special Incident Report / SUP-PIR & SUP SIR

ATTACHMENT - C

SUPPLEMENTAL PHYSICAL INTERVENTION REPORT and SUPPLEMENTAL SPECIAL INCIDENT REPORT

1. Located in Incidents and Grievance in Primary Navigation
2. Go to Incident Information → INCIDENT-Use Drop Down Menu to select type of incident, PIR
3. Use Drop Down Menu and choose year under Incident Year
4. Click "Search"- it'll take you to new screen- Incident Search Results Summary Screen
5. You will see a log with Incident Numbers, Location and Date. Select the one corresponding with incident by double clicking on it.
6. Incident Information Screen – Click "New" button on Supplemental Physical Intervention Report Summary or Supplemental Special Incident Report
7. Incident Description Information – Type your report in section indicated.
8. Click Spell Check and "Save"

SPECIAL INCIDENT REPORT

9. Located in Incidents and Grievances in Primary Navigation → Incident Search Screen
10. Click "Search"- it'll take you to new screen- Incident Search Results Summary Screen
11. You will see a log with Incident Numbers, Location and Date.
12. Click "NEW SIR" → Incident Information Screen
13. Incident Date & Time - use icons next to field
14. Status – should always be "ACTIVE"
15. Incident Type – Select by using the Drop Down Menu
16. Work Location - Select by using Drop Down Menu
17. Incident Location – Select by using Drop Down Menu
18. Assigned By – Staff
19. Click Finder Tool- Search Information Screen opens
20. Type Employee Name click "Search"
21. Select Employee by clicking Radio button
22. Click "Select"
23. Assigned To Date and Time - use icons next to field
24. Minors Involved – Use Finder Tool to select minor
25. Staff Present – Use Finder Tool to select staff
26. Click "Save"
27. Special Incident Summary→ Special Incident Report Summary
28. Click "New"
29. Rank – Type Rank
30. Click "Save"

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

Special Incident Report / SUP-PIR & SUP SIR

Section C - Incident Involves Information

31. Click "Edit"
32. Select incident type
33. Click "Save"

Section D

34. Automatically populates

Section E - Minor Involved Information

35. Click "New"
36. Use Find Tool to search for minor
37. Input minor Last and First name in appropriate fields
38. Click "Search"
39. Select minor by clicking Radio button and click "Close"
40. Minors data populates automatically
41. Action Taken – click box that applies
42. Click "Save"

Section G - Staff Present Summary

34. Click "New"
35. Staff Name – Use Finder Tool to select staff. Employee No. & Reg. Camp/ Unit populates automatically
36. Rank – Type in field
37. Positioning – Type in field
38. Shift – Type in field
39. Click "Save"

Section H - Mental Health Information

40. Check box if Mental Health Request not required for incident
41. Check "No", if a Mental Health Request not submitted
42. Click Yes if a Mental Health Request was submitted
43. By whom- use Finder tool to select Staff
44. Click "Save"

Section I – Handcuffs/Flexcuff Application Summary

45. Click "New"
46. Handcuffs/Flexcuffs Not Applied- Click box if NOT Applied
47. If applied, Minors name – Use finder Tool to select minor
48. Type – Select by clicking one (1) radio button, HC (Handcuffs) or FC (Flexcuffs)

Section J – Incident Description Information

49. Click "Edit"
50. Type Incident Summary
51. Click Spell Check

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

Special Incident Report / SUP-PIR & SUP SIR

52. Click "Save"

Section K – Medical Information Summary

53. Click "New"

54. Assessment Date – Use Calendar icon to select date

55. Assessment Time – Use clock icon to select time

56. Use Finder Tool to select minor

57. Click one decision box, a checkmark will be inserted

58. Comments-

59. Completed By – Type JCHS staff's name that completed form

60. Click "Save"

61. Upon completion of PIR, click affirmation box by placing a check mark in "The submitted report is truthful"

62. Click "Submit"

REJECTION PROCESS

If Supervisor's REJECTS PIR:

1. Go to Incidents and Grievances → Incident Search information → Incidents Search Results.
2. Click on Incident No.
3. Go to PIR/SUP-PIR, SIR or SUP-SIR
4. Find newest entry to make modifications through EDIT/VIEW icon

Check one:

- ☐ RESIDENTIAL TREATMENT SERVICES BUREAU
☐ DETENTION SERVICES BUREAU

CLERICAL USE ONLY

PIRS NO.: _____

PBS NO.: _____

SPECIAL INCIDENT REPORT (SIR)

A. This report must be prepared by any staff observing and/or participating in incident or as designated by SDPO/SDSO/AD/OD.

B. This report must be prepared as soon as possible and before staff go off duty.

1. Facility BJNJH				2. Time & Date of Incident	
3. Minor/PDJ	D.O.B	Unit/Dorm	DPO/DSO	4. Date of Report	
				5. Date & Time to Nurse/Medical (if applicable)	
				6. Prepared By/Title & Employee #	
				6B. Signature:	
7. Action Taken ☐ Transfer to SHU ☐ Remain in Unit/Camp ☐ Mental Health Referral ☐ Other (Indicate)					
8. Incident Involves (Check all pertinent items)			9. Incident Location		
☐ Assault on Minor/Staff ☐ Chemical Restraint ☐ Contraband ☐ Controlled Substance ☐ Disturbance ☐ Escape ☐ Escape Attempt ☐ Failure to Follow Instructions ☐ Fighting ☐ Fire ☐ Gang Activity ☐ High Interest ☐ Horseplay ☐ Illness ☐ Inappropriate Language ☐ Injury to minor/staff/etc	☐ Lost/Damaged Keys ☐ Lost or Missing Tools ☐ Major Disturbance ☐ Out of Supervision ☐ Physical Restraint ☐ Property Damage ☐ Racial Tension ☐ Self-Injury ☐ Sexual Misconduct ☐ Soft Restraint ☐ Suicide attempt ☐ Theft ☐ Weapon(s) Seized ☐ Other (indicate) _____	☐ Administration Building ☐ Dayroom ☐ Dining Hall ☐ Dorm _____ ☐ Gym ☐ Kitchen ☐ Laundry ☐ Medical Unit/ Nurses Office ☐ Mental Health Unit ☐ Movement ☐ Out of Camp			☐ Recreation Field ☐ School ☐ Special Housing Unit ☐ Storage Areas ☐ Swimming Pool ☐ Transportation Vehicle ☐ Unit _____ ☐ Work Crew ☐ Other _____ (Indicate)
			10. This Report: ☒ Complete ☐ Further Report Information to Follow		
			11. Staff Involved		
			Title		
12. Description of Incident: (Who, What, When, Where, How, Why)					

Continue Description of Incident:**(RTSB USE ONLY #13-16)**

13.	Yes	No	Date/Time	14.	Yes	No
Miranda Rights Given	_____	_____	By: _____	Minor Admits to SIR	_____	_____
Appeal Rights Explained	_____	_____	By: _____	Minor Requests an Appeal	_____	_____
Minor's Signature _____				(Date/Time) _____		

15. RECOMMENDED ACTION:

16.	Date	Time	Action Taken	Director or Designee
SDPO Approval				
	Date	Time	Action Taken	Staff Hearing Review
SDPO Appeal				
DIRECTOR Appeal				

(TO BE PREPARED BY MEDICAL STAFF ONLY)**17. Medical Examination (if incident requires medical attention)**

- | | |
|---|--|
| ☐ Cleared to Return to Dorm/Building | ☐ Transported to Local Hospital/E.R. |
| ☐ Admitted to Medical Housing | ☐ Referred to Mental Health |
| ☐ Referred to Physician | ☐ Activity Gram Completed (note restrictions below) |

Comments: _____

Date & Time Minor Seen _____

Name (please print) _____

Signature _____

Title _____

18.	DSB USE ONLY
Reviewed By: _____	Sr. DSO
Approved By: _____	SDSO/OD
Date: _____	

19. Distribution: (Check all that are applicable)

- | | | | |
|--|---|--|---|
| ☐ Minor's File (RTSB & DSB) | ☐ Caseworker (RTSB) | ☐ Medical (RTSB) | ☐ Superintendent (DSB) |
| ☐ Director (RTSB & DSB) | ☐ School (RTSB) | ☐ OD (DSB) | ☐ Asst. Superintendent (DSB) |
| ☐ SIR Log (RTSB & DSB) | ☐ Night Staff (RTSB) | ☐ Building Supervisor (DSB) | |

Daily Rating Tally Sheet

Monday - Friday

Weekends and Holidays

Date:	
JH/Unit:	
Print Staff's Name:	
6-2	
2-10	
10-6	

Print Staff's Name:

Minor's Name _____

[illegible]

****NIGHT SHIFT:** Points are to be calculated each night & posted - New scoring sheets to be prepared for the next day.

[illegible]

Final Daily Points are to be documented by the appropriate board carrier. Comments by other Stage Sponsor/Board Carrier's throughout the day are to be documented in the "comments" section for overall scoring of each activity.

PM COMMUNITY SPONSOR/BOARD CARRIER

BEHAVIOR PERFORMANCE (BEH)

BONUS POINTS (BP)

Probation Case Management Systems (PCMS)

Quick Reference Guide Phase II

Merit Points/Merit Ladder

ATTACHMENT - G

MERIT POINTS SUMMARY

1. Search Information Screen- Input Minors "PDJ number"
2. Click "Search"
3. Find Minor and click Radio button selecting Minor
4. Go to Hall located in Primary Navigation
5. Go to Minors Record and click on the negative sign (-) to expand menu (located in Secondary Navigation)
6. Go to Merit Point Summary
7. Click "New" button- it'll take you to New Screen-Daily Tally Information
8. Enter "Date"
9. Enter "Work Location" and "Unit / Community" (If entering data for the whole unit.)
10. Enter "PDJ Number"- If looking for a specific minor do a search by using Finder Tool 
11. Enter "Points" earned in each field
12. Click box next to minor's PDJ number that is receiving points. A check mark will be inserted.
13. Enter "Employee Name" on correct shift field by using "Finder Tool"
14. Enter last or first name, click search, make selection by clicking on radio button  and click select at the top
15. Click "Save"

MERIT LADDER SUMARY

1. Search Information Screen- Input Minors PDJ number
2. Click "Search"
3. Find Minor and click Radio button selecting Minor
4. Located in Hall module in Primary Navigation
5. Go to Minor Record and click on the negative sign(-) to expand menu (located in Secondary Navigation)
6. Go to Merit Ladder Summary
7. Input "Merit Point Date From" and "Merit Point Date To"
8. Using drop down menu select Work Location and Unit/Community
9. Print Merit Ladder and Post
10. If searching for One (1) minor repeat steps 1-7
11. Click "Finder Tool"
12. Type Minors name, click Radio button to make selection, click select
13. Click "Search"